

CFDA Number: 93.634

Applicant: EOHHS

**Opportunity Title:** Support for Demonstration Ombudsman Programs Serving Beneficiaries of Financial Alignment Models for Medicare-Medicaid Enrollees

**Application Organization Name:** Commonwealth of Massachusetts/Executive Office of Health and Human Services (EOHHS)

**Funding Opportunity Number:** CFDA Number: 93.634

**Date of Grant Submission:** January 14, 2014

**Project Abstract:**

The Support for Demonstration Ombudsman Programs Serving Beneficiaries of Financial Alignment Models funding opportunity will enable key expansions of the capacity of Massachusetts's contracted ombudsman for its Financial Alignment Demonstration, called One Care: MassHealth plus Medicare, and ensure its ability to operate for the duration of the demonstration. One Care is an option for approximately 90,000 dual eligible individuals ages 21-64 to receive integrated, coordinated Medicare and MassHealth benefits through a health plan under three-way contract with the Commonwealth and CMS. Coverage for the first enrollees in One Care began on October 1, 2013 and is continuing on a monthly basis.

In November 2013, following a considerable process of stakeholder engagement in designing an independent ombudsman program for One Care and a competitive procurement, MassHealth selected the Disability Policy Consortium, Inc. (DPC) to provide One Care Ombudsman (OCO) services. Currently, DPC is finalizing implementation readiness pursuant to its contract with MassHealth, and is slated to begin providing ombudsman services to members in the nine counties where One Care is available in February 2014.

The OCO will provide culturally competent, accessible, and person-centered services to individuals seeking assistance in navigating One Care. The OCO will execute three primary roles: (1) supporting beneficiaries by providing person-centered education around beneficiaries' rights in Medicare and Medicaid and about quality of services in connection with those rights; (2) accepting, investigating, and resolving complaints from beneficiaries or other stakeholders related to beneficiaries' rights and access to person-centered, integrated care in One Care; and (3) collecting, tracking, analyzing, and reporting OCO encounter data, and making recommendations for systemic improvement. The OCO has the ability to provide three full-time, Boston-based ombudsmen who operate the OCO HelpLine, investigate and resolve complaints, and provide ombudsman services for special populations.

Through this grant opportunity, the OCO will increase its capacity to provide geographically and linguistically accessible services. A Regional Ombudsman, operating from a local office, will be hired to support individuals in counties in Central and Western Massachusetts. A Bilingual Ombudsman will be supported to provide services directly to more individuals in their preferred language. The OCO will also develop accessible, multi-media educational materials on Medicare/Medicaid beneficiary rights, designed to empower individuals with knowledge and strategies to advocate for their rights in One Care. In addition, the grant will enable OCO program refinement over time. In the second year of the grant, based on year one experience, the OCO will identify subpopulations with unmet ombudsman service needs, and launch a targeted

program expansion. Finally, this proposal will extend full financial support for the OCO through the end of the Commonwealth's three-year Financial Alignment Demonstration. The total budget requested under this grant is \$1,400,145 over three years.

MassHealth will draw on its considerable experience managing federal grants to ensure full compliance with and participation in all required activities of this grant. Under the Medicaid Director's leadership, staff in the MassHealth Policy Unit will oversee the OCO contract, develop and submit reports, and collaborate with CMS and other states.